Monthly Balanced Scorecard						
		SLA's				
Performance Measure	Exceeds 0.5	Meets 0	Unsat -1	Actual Performance	Points	Score
Order Confirmation Time		100%		91.67%		
Circuit Disconnect Confirmation		98%		92.86%		
Ordering Database Accuracy		99%		99.84%		
Invoice Timeliness		100%		66.67%		
Service Disconnection Time		100%		66.67%		
Invoice Error Resolution Time		100%		66.67%		
Report Deadlines		100%		87.50%		
Monthly SLA Reporting Accuracy		0		6		
Security Control Compliance		75%		88.89%		
Security Patch Implementation Timeliness		100%		90.00%		
Security Intrusion Detections		100%		80.00%		
Denial of Service Detections		100%		80%		
Network Configuration Changes Response Time						
Soft/logical changes (within 12 hours, during emergencies)		12		16.88		
Soft/logical changes (within 14 calendar days, during non-emergencies)		14		8.17		
Network hardware changes (within 24 hours, during emergencies)		24		22.80		
Network hardware changes (within 14 calendar days, during non-emergencies)		14		10.83		
Site Visit Coordination		100%		80.00%		
Scorecard Total						0.00

PM = ORDER CONFIRMATION TIME

PM Definition is: The # of days between electronic submission of an order for service by a POC, and receipt of final price quote by the Government. The definition includes receipt date.

PM SLA is: The Contractor shall confirm orders and provide final price quotes within 2 days of order receipt notification. Actual Performance = **91.67%**

QAEs should maintain records of all orders for new service. The QAE(s) should ensure that they automatically receive notification of orders for new service and/or be able to access this information in TCE system reporting. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

Site/Bureau of Order Request	POC	Service (Bandwidth) Requested	Date of Written Order Request	Date of Written Price Quote from Contractor	Total # of Days	# of Price Quotes not within Deadline
Example	Name	0.512 Mbps	01/01/04	01/02/04	1	0
Example	Name	1.544 Mbps	01/01/04	01/02/04	1	0
Example	Name	3	01/01/04	01/02/04	1	0
Example	Name	6	01/01/04	01/02/04	1	0
Example	Name	9	01/01/04	01/02/04	1	0
Example	Name	10	01/01/04	01/02/04	1	0
Example	Name	12	01/01/04	01/02/04	1	0
Example	Name	15	01/01/04	01/01/04	0	0
Example	Name	45	01/01/04	01/02/04	1	0
Example	Name	100	01/01/04	01/03/04	2	0
Example	Name	3	01/01/04	01/03/04	2	0
Example	Name	6	01/01/04	01/05/04	4	1

PM = Circuit Disconnect Confirmation

PM Definition is: The % of time that the Contractor issues user-designated confirmation of circuit disconnection to POC (default is email) within 2 business days. The definition includes receipt date only.

PM SLA is: The Contractor shall provide a confirmation of circuit disconnect within 2 days, 98% of the time.

Actual Performance = **92.86%**

QAEs should maintain records of all disconnections. The QAE(s) should ensure that they automatically receive notification of orders for new service and/or be able to access this information in TCE system reporting. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

Site/Bureau of Disconnection	Bandwidth to be Disconnected	Date of Disconnection	Date of Written Confirmation of Disconnection	# of Days to Confirmation	# of Confirms that are NOT within deadline
Example	Example	01/12/04	01/13/04	1	0
Example	Example	01/12/04	01/13/04	1	0
Example	Example	02/01/04	02/09/04	1	0
Example	Example	02/01/04	02/03/04	2	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/01/04	0	0
Example	Example	02/01/04	02/09/04	8	1

PM = Ordering Database Accuracy

PM Definition is: The % of records in the ordering database not found to have errors.

PM SLA is: The Contractor shall ensure that 99% of records in ordering database are without errors. Actual Performance = **99.84%**

QAEs should maintain records for all ordering errors. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

Site Ordering Record	Order Date	Date Of Error Discovery	Record # (Locator)	Field in Error	Description of Error	# of Records in Database	Responsible party	
Example	02/01/04	02/01/04	12345	1	Wrong Date	1258	Contractor	1
Example	01/12/04	01/12/04	12346	2	Wrong Name	1259	Gov't	0
Example	02/01/04	02/01/04	12347	3	Wrong Bandwidth	1260	Gov't	0
Example	02/01/04	02/01/04	12348	4	??	1261	Gov't	0
Example	02/01/04	02/01/04	12349	5	??	1262	Gov't	0
Example	02/01/04	02/01/04	12350	6	??	1263	Gov't	0
Example	02/01/04	02/01/04	12351	7	??	1264	Gov't	0
Example	02/01/04	02/01/04	12352	8	??	1265	Gov't	0
Example	02/01/04	02/01/04	12353	9	??	1266	Gov't	0
Example	02/01/04	02/01/04	12354	1	Wrong Date	1267	Contractor	1
Example	02/01/04	02/01/04	12355	2	Wrong Name	1268	Gov't	0
Example	02/01/04	02/01/04	12356	3	Wrong Bandwidth	1269	Gov't	0
Example	02/01/04	02/01/04	12357	4	??	1270	Gov't	0
Example	02/01/04	02/01/04	12358	5	??	1271	Gov't	0
Add Records Above						**1271**		

PM = Invoice Timeliness

PM Definition is: The % of complete and correct invoices that are made available to the Government by the due date. The invoice due date comes from the successful Offeror's proposal, and established at Contract Award.

PM SLA is: All invoices (100%) shall be made available to the Government on the due day of each month or the next business day if the due date is a Federal holiday. Actual Performance = **66.67%**

QAEs should attempt, through inspections, to confirm invoice availability as soon as possible each month. If invoice availability cannot be confirmed before becoming overdue, QAEs should also record at least the first unsuccessful inspection that is beyond the due date.

Invoice Due Date	Date/Time of Invoice Inspection	Name of Inspector	Is Valid Invoice Made Available ?	Nature of Problem	# of Inspections showing Overdue Invoice
1-Jan-04	1/1/04 12:00 AM	Example	No	Invoice information x not available	0
1-Jan-04	1/1/04 12:00 AM	Example	No	Invoice information y not available	0
1-Jan-04	1/2/04 12:00 AM	Example	Yes	NA	1

PM = Service Disconnection Time

PM Definition is: The % of services for which the Contractor discontinues billing within one cycle after the cycle in which the disconnection request is received.

PM SLA is: The Contractor shall discontinue billing for disconnected service within one billing cycle after receiving all service disconnection requests. In the event that the contractor continues to bill the Government for a service more than one cycle after disconnect request, the Contractor shall credit the excess charges plus an interest penalty calculated based on formulas in the prompt payment act.   Actual Performance =   **67%**

QAEs should maintain records of all requests for service disconnections The QAE(s) should ensure that they automatically receive notification of orders for new service and/or be able to access this information in TCE system reporting. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

Site/Bureau	Capacity Disconnection Requested	Date of Disconnection	Billing Cycle End Date	Following Period Billing Cycle End Date	Last Period Billed	# of Excess Billing Events
Example	Site/Capacity	January 15, 2004	January 11, 2004	January 31, 2004	January 31, 2004	0
Example	Site/Capacity	January 15, 2004	January 14, 2004	January 31, 2004	February 28, 2004	1
Example	Site/Capacity	January 15, 2004	January 26, 2004	January 31, 2004	January 31, 2004	0

PM =Invoice Error Resolution Time

PM Definition is: The % of invoice errors reported to the Contractor that are resolved within one billing cycle.

PM SLA is: The Contractor shall resolve all invoice errors (100%) within one billing cycle. Actual Performance = **66.67%**

QAEs should maintain records for all errors reported to the Contractor for resolution. The QAE(s) should ensure that they verify invoice errors in subsequent invoices. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

Description of Error	Date the Error was Reported to Contractor	Date of Billing Cycle Close	Resolved in first available subsequent invoice?	# Billing cycles Past SLA
Example	9-Jan-04	31-Jan-04	Yes	0
Example	12-Jan-04	31-Jan-04	Yes	0
Example	1-Feb-04	28-Feb-04	No	1

PM = Report Deadlines

PM Definition is: The % of required reports that are made available to the Government by the scheduled due date.

PM SLA is: Contractor shall submit:

Reports	Due Dates	SLA %	Actual %
In-progress reports, Trouble status reports, and SLA performance reports –	business day of month	100%	**88%**
Capacity status report –	business day of every alternate		

The QAE(s) should ensure each month that they verify report availability and maintain records for all overdue reports. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

Report	Due Date/Time	Date/Time of Availability Inspection	Tester	Was Report Available ?		# of Overdue Reports
In Progress Report	1/1/04 12:15 AM	1/1/04 12:15 AM	Name	Yes		0
Trouble Status Report	1/1/04 12:15 AM	1/2/04 12:16 AM	Name	Yes		0
SLA Report	1/1/04 12:15 AM	1/2/04 12:16 AM	Name	No		1
Capacity Status Report	1/1/04 12:15 AM	1/1/04 12:15 AM	Name	Yes		0
In Progress Report	2/1/04 12:15 AM	2/1/04 12:15 AM	Name	Yes		0
Trouble Status Report	2/1/04 12:15 AM	2/1/04 12:15 AM	Name	Yes		0
SLA Report	2/1/04 12:15 AM	2/1/04 12:15 AM	Name	Yes		0
Capacity Status Report	2/1/04 12:15 AM	1/1/04 12:15 AM	Name	Yes		0

PM = Monthly SLA Reporting Accuracy

PM Definition is: The # of independent errors in monthly SLA reports.

PM SLA is: The contractor shall maintain zero errors in monthly SLA reporting. Actual Performance = **6**

QAEs should maintain records of allL errors found in SLA reports each month. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

PM/SLA	Description of Error	Date of Error Report	QAE/Inspector	Number of SLA Errors
PM/SLA X	Description	2/1/04 1:00 AM	Name	1
PM/SLA X	Description	2/1/04 1:00 AM	Name	1
PM/SLA X	Description	2/2/04 1:00 AM	Name	1
PM/SLA X	Description	2/2/04 1:01 AM	Name	1
PM/SLA X	Description	2/2/04 1:01 AM	Name	1
PM/SLA X	Description	2/2/04 1:00 AM	Name	1
Insert Rows Above this Line				

PM = Security Control Compliance

PM Definition is: The % of individual security controls whose requirements, on a simple pass/fail basis, meet each of the stated control objectives, as defined by the client organization's documented baseline security requirements matrix and provided by the COTR.

PM SLA is: The contractor shall ensure that 75% of all TCE security controls complied with satisfactorily (including NIST 800 series and TDP 85-01), prior to the biannual compliance verification. Actual Performance = **88.89%**

The COTR will provide the initial security assessment requirements and thereafter on an annual, semiannual, or quarterly basis, as defined by the COTR, and whenever significant changes occur. The IV&V contractor will continuously conduct security tests and evaluations against COTR-defined requirements and will report biannually to verify compliance. QAEs can maintain and report the periodic assessment of compliance by the independent IV&V contractor in a spreadsheet like the one provided below.

Security Control	Description	Date of Compliance Assessment	Pass/Fail	# of SCC Passes
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Pass	1
Example	Example	01-Jan-04	Fail	0
Insert Rows Above Here.				

PM = Security Patch Implementation Timeliness

PM Definition is: The percent of the time that the Contractor implements security patches within 36 hours of issuance by the manufacturer.

PM SLA is: The Contractor shall implement 100% of security patches within 36 hours of publication on the FedCIRC or CERT/CC advisory websites. Actual Performance = **90.00%**

QAEs should monitor FedCIRC and CERT/CC advisories for issue dates; they should receive from the Contractor records of when those patches were applied; and they should maintain them. QAEs should also coordinate 'Ping tests' with the independent contractor to verify that those patches were applied in accordance with Contractor records.

Required Patch Description	Earliest Date/Time of Observed Patch Posting on FedCIRC or CERT/CC	Patch Required ?	Date/Time of Patch Install	# of Hours After Posting	# of Patches Not meeting 36 hour deadline
Example	1/1/04 12:00 AM	Yes	1/6/04 12:00 AM	120	1
Example	1/1/04 12:00 AM	no	1/1/04 12:00 AM	0	0
Example	1/1/04 12:00 AM	no	1/3/04 7:00 AM	0	0
Example	1/1/04 12:00 AM	Yes	1/1/04 8:00 AM	8	0
Example	1/1/04 12:00 AM	Yes	1/1/04 12:00 AM	0	0
Example	1/1/04 12:00 AM	Yes	1/1/04 12:00 AM	0	0
Example	1/1/04 12:00 AM	no	1/2/04 4:00 AM	0	0
Example	1/1/04 12:00 AM	no	1/1/04 12:00 AM	0	0
Example	1/1/04 12:00 AM	Yes	1/1/04 12:00 AM	0	0
Example	1/1/04 12:00 AM	Yes	1/1/04 12:00 AM	0	0

PM = Security Intrusion Detections

PM Definition is:

The % of the time that the Contractor detects simulated attacks on vulnerabilities as identified by FedCIRC and CERT/CC after the 36-hour window allowed for patch implementation. ('Intrusion' = 'incident' as defined by FedCIRC on http://www.fedcirc.gov.)

PM SLA is:

The Contractor shall detect 100% of simulated intrusion attacks. Actual Performance = **80.00%**

QAEs should retain records of the posting and Contractor-reported implementation dates of all required patches. QAEs should then match contractor-reported implementations with results of intrusion simulation testing by an independent third party. QAEs can record results in a spreadsheet like the one provided below.

Description of Simulated Intrusion	Patch	Date of Patch Posting on FedCIRC or CERT/CC	Date of Simulation	Tester	Reported by Contractor Detection System?	# of Detections
Example		11/26/03	01/01/04	Name	Yes	1
Example		11/27/03	01/02/04	Name	Yes	1
Example		11/28/03	01/03/04	Name	Yes	1
Example		11/29/03	01/04/04	Name	No	0
Example		11/30/03	01/05/04	Name	Yes	1

PM = Denial of Service Detections

PM Definition is: The % of the time that the Contractor detects simulated Denial of Service (DOS) attacks.

PM SLA is: The Contractor shall detect 100% of simulated DOS attacks. Actual Performance = **80.00%**

QAEs Should record the results of all simulated DOS attacks. QAEs should then match Contractor-reported implementations with results of intrusion simulation testing by an independent third party. QAEs can record results in a spreadsheet like the one provided below.

Description of Simulated DOS	Date of Simulation	Tester	Reported by Contractor Detection System?	#of Detections
Example	01/01/04	Name	Yes	1
Example	01/02/04	Name	Yes	1
Example	01/03/04	Name	Yes	1
Example	01/04/04	Name	No	0
Example	01/05/04	Name	Yes	1

PM = Network Configuration Changes Response Time

PM Definition is: request is received and continues up to the moment the Government deems that the change was 'effective'. Thus a change received at 8 a.m. on day one and deemed effective at 4:30 p.m. on day two is measured to be 32.5 hours but constitutes only one calendar day.

PM SLA is: The contractor shall respond and carry out requested configuration changes within the following timeframes:

Change Cat #	Category	SLA	Actual Performance	
1	Soft/logical changes (during emergencies)	within 12 hrs of request submission	16.88	Hours
2	Soft/logical changes (during non-emergencies)	within 14 calendar days of request submission	8.17	Days
3	Network hardware changes (during emergencies)	within 24 hrs of request submission	22.80	Hours
4	Network hardware changes (during non-emergencies)	within 14 calendar days of request submission	10.83	Days

QAEs should retain records of the dates of all requested configuration changes and implementations. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into this spreadsheet.

Date/Time of Receipt of Requested Configuration Change	Change Cat #	Description of Change	Effective Date/Time of Change Implementation	# of Days to Implement Change	
1/1/04 12:00 AM	1	Example	1/1/04 9:07 AM	0.38	
1/1/04 12:00 AM	1	Example	1/2/04 12:00 PM	1.50	
1/1/04 12:00 AM	1	Example	1/1/04 5:31 AM	0.23	
1/1/04 12:00 AM	2	Example	1/15/04 12:00 PM	14.50	
1/1/04 12:00 AM	2	Example	1/10/04 12:00 AM	9.00	
1/1/04 12:00 AM	2	Example	1/2/04 12:00 AM	1.00	
1/1/04 12:00 AM	3	Example	1/1/04 1:26 PM	0.56	
1/1/04 12:00 AM	3	Example	1/2/04 12:00 PM	1.50	
1/1/04 12:00 AM	3	Example	1/1/04 6:57 PM	0.79	
1/1/04 12:00 AM	4	Example	1/13/04 7:12 AM	12.30	
1/1/04 12:00 AM	4	Example	1/10/04 4:48 AM	9.20	
1/1/04 12:00 AM	4	Example	1/12/04 12:00 AM	11.00	

PM = Site Visit Coordination

PM Definition is: The % of the time the Contractor provides at least 5 days' advance notice for site visits. The 'clock starts' the day notification is received, and arrival on the fifth day is considered 5 days' notice.

PM SLA is: The contractor shall provide the site POC at least 5 days' advance notice of all (100%) site visits. Actual Performance = **80.00%**

QAEs should record the dates of all formal notifications of site visits and subsequent visits. Maintain at least two months of electronic or paper copies for reference and calculate the performance measure where needed; alternately, verify the performance reported by the Contractor by entering appropriate variables into the spreadsheet shown below.

Site	Date of Notification of Site Visit	Date of Actual site visit.	# of Days Notification	# of Inadequate Notifications
Example	01/01/04	01/05/04	4	1
Example	01/02/04	01/07/04	5	0
Example	01/03/04	01/09/04	6	0
Example	01/04/04	01/10/04	6	0
Example	01/05/04	01/10/04	5	0
Insert rows above here.				